



INFORMATION TECHNOLOGY SUPPORT ANALYST SUPERVISOR

Purpose:

To actively support and uphold the City's stated mission and values. To perform a variety of complex duties in supervising, budgeting, planning, organizing and coordinating the functional activities of either the help desk or PC services within the Computer Support Section of the Information Technology Division. To provide complex technical advice to the Support Services Supervisor concerning design, planning, productivity support, implementation and management of the City's PC client base.

Supervision Received and Exercised:

Receives direction from the Applications Services Deputy Manager.

Exercises direct supervision over professional and technical City staff and sub-contractors.

Examples of Duties:

This class specification is intended to indicate the basic nature of positions allocated to the class and examples of typical duties that may be assigned. It does not imply that all positions within the class perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned.

Duties may include, but are not limited to, the following:

- Recommend and assist in the implementation of Customer Support Section's goals and objectives; establish schedules and methods for functional activities; implement policies and procedures.
- Plan, prioritize, assign, review and supervise the work of staff involved in the design, operation, installation and maintenance of the City's PC client base including PC and software installation and maintenance activities; OR plan, prioritize, assign and review the work of staff involved with the City's computer help desk function.
- Participate in the selection of staff; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline procedures.

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- Develop and implement PC client administration and maintenance procedures and growth standards required to operate the City's PC Computer base.
- Assist in the planning and design for network growth and realignment; work with ITD staff to ensure the compatibility of hardware and software applications with current and future client based PC computer systems; act as liaison between Customer Support and various user departments to develop info-technology solutions to problems.
- Perform complex technical system design, installation and maintenance duties, and resolve system problems related to equipment using various diagnostic tools and devices.
- Confer with departments to determine micro and minicomputer needs; analyze and recommend software and hardware purchases; obtain vendor quotes and place orders as directed.
- Participate in the analysis, planning and preparation of the Section's budget, submit recommendations and justifications for budget expenditures for new software and hardware for respective functional areas; anticipate future expenditures based on the City's needs.
- Keep informed of a variety of current industry practices and technologies in such areas as distributed computing, networked computing and client/server technology, help desk tools, productivity support, and/or methodology and improvement in quality of service.
- Attend professional meetings and seminars as required.
- Perform related duties as assigned.

Experience and Training Guidelines:

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. The hiring department may include job related experience, training or license and certification preferences at the time of recruitment. A typical way to obtain the knowledge and abilities would be:

Experience:

Five years of increasingly responsible PC based customer support experience, OR five years of increasingly responsible experience in computer network operation, planning, or design utilizing LAN and WAN technology and open systems architecture.

Training:

*Established January 2000
Revised title and range Nov 2002
Revised duties Sept. 2003
Revised title and range July 2005*

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Equivalent to a Bachelor's degree from an accredited college or university in computer information systems or a related field.

Licenses/Certifications:

Possession of certification in appropriate current technologies (e.g. MCSE or CNE certification in Novell and Microsoft technologies).

This position is included in the City's classified service, pursuant to City of Tempe Personnel Rules and Regulations, Rule 1, Section 103.

Job Code: 2208

FLSA: Exempt